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Frequently Asked Questions

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Tip: Use the word OR with many closely related terms. For example, crab OR lobster OR shrimp will find content with any of these words.

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Certified Mail™

Certified Mail® provides the following service:

- Provides the sender with a mailing receipt (see [PS Form 3800 / Receipt for Certified Mail](#))
- Upon request, provides electronic verification that an article was delivered or that a delivery attempt was made
- Maintains a proof of delivery record (copy of the recipient's signature) that is kept at the Post Office™ two years from the date of mailing

NOTE: The proof of delivery record *is not* automatically mailed back to the sender with this service, however:

- Signature proof can be requested *at the time of mailing* by purchasing the [Return Receipt](#) service. Customers have the option of receiving the return receipt by **mail** or electronically
- Signature proof can also be requested after the mailing by purchasing the [Return Receipt After Mailing](#) service

Other Notes about the Certified Mail® service:

- Only First-Class **Mail®**, First-Class Package Service, or Priority **Mail®** (excluding Critical **Mail**) service items that are mailable may be **certified**
- **Certified Mail** items travel at the speed of the **mail** class with which they are purchased
- It is **not** a **trackable** service (delivery information can be accessed, but the item cannot be tracked)
- Delivery information is not available for items destined to APO and FPO locations
- **Certified Mail** items may be sent to U.S. possessions and territories
- Insurance or Collect on Delivery (COD) may not be purchased with the **Certified Mail** service
- This service may be combined with the restricted delivery or return receipt options
- Adult Signature Required and Adult Signature Restricted Delivery may be combined with this service with qualifying online label purchases

- The sender must go to a Post Office™, station or give the mailpiece to a rural carrier to obtain a validated receipt
- A mailpiece sent with **Certified Mail** It may be sent from home or office, dropped in a Collection Box® receptacle or given to a postal employee. However, please note that:
 1. Postage attached to the envelope must cover both the **certified** mailing fee and the postage
 2. A validated receipt confirming payment of the service is not available unless mailed from a Post Office facility
- **Certified Mail** will be held at the Post Office for 15 days, before being returned to sender, if the **Certified Mail** item is returned to the sender, the sender will need to sign for the returned item (since it is still signature **mail**)
- **Certified Mail** is not available with International **mail** but may be mailed to APO (Army Post Office) and FPO (Fleet Post Office) locations. (A very similar service, Recorded Delivery, is available for International **mail**.)

Fee

For information on fees, go to <https://www.usps.com/ship/insurance-and-extra-services.htm>

Survey: Did this answer your question?

Feedback

- ☒ Yes - this fully addressed my question
- ☐ No - I will continue searching
- ☐ No - I would like to submit a follow-up question

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